

## ***SELECTION COVER SHEET***

*PLEASE ATTACH THIS SHEET TO EACH AWARD SELECTION PACKAGE.*

**PLEASE TYPE OR PRINT CLEARLY:**

**AWARD CATEGORY:** TEAM AWARD (TECHNICAL)

**NAME OF AWARDEE:** KCVA LABORATORY AUTOVERIFICATION TEAM  
(AS IT WILL APPEAR ON PLAQUE AND IN SOUVENIR BOOKLET)

**JOB TITLE:** MEDICAL TECHNOLOGISTS

**EMAIL ADDRESS:** SHARAD.MATHUR@VA.GOV

**EMPLOYING AGENCY AND ADDRESS (PLEASE DO NOT USE ABBREVIATIONS):**

VA MEDICAL CENTER

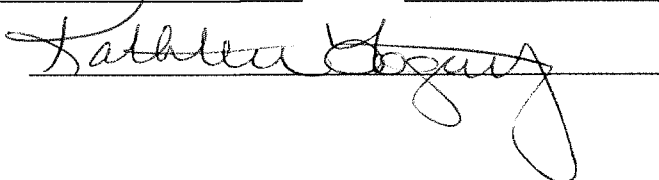
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**SIGNATURE OF AGENCY HEAD:**



**AWARD SELECTION PACKAGE(S) MUST BE RECEIVED IN  
THE FEDERAL EXECUTIVE BOARD OFFICE NO LATER THAN MARCH 10, 2017**

***Greater Kansas City Federal Executive Board  
ATTN: Chairperson, Awards Committee  
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Kansas City, MO 64108  
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**NOMINATOR'S STATEMENT**  
**PLEASE ADDRESS THE SPECIFIC SELECTION CRITERIA**

**TEAM AWARD (TECHNICAL)**

**Award Category**

**KCVA Laboratory Autoverification Team**

**KANSAS CITY VA MEDICAL CENTER**

**Name**

**Agency Name**

**1. CUSTOMER SERVICE-** This team of the Kansas City VA laboratory staff (Medical Technologists) developed a computer software tool to aid the workflow of VA laboratories throughout the nation. As the nation's largest integrated health care system, the Department of Veterans Affairs performs more than 300 million tests on our nation's veterans at more than 150 laboratories nationwide. Since approximately 75% of all medical decisions are based on a laboratory result it is imperative that labs provide accurate, timely, dependable results.

The existing computer system labs required a manual review of printed results from laboratory analyzers for all tests before releasing them to the patient's medical record. This team of medical technologists developed a tool to automate this process. The process is called laboratory auto-verification. The tool consists of a computerized rules set that reviews all results and automatically releases acceptable results immediately to the patient's chart while holding results that are abnormal for medical technologists' review and release. This software tool cuts down on the repetitive, time-consuming nature of reviewing and releasing results. Since the software presents the results that need further attention to the technologist on a computer screen there is no longer a need to print all instrument reports.

This system enhances customer support to both internal and external customers:

External customers (doctors and nurses) – results are available faster and are of higher quality, which improves patient care

Internal customers (laboratory staff) – repetitive tasks are eliminated and staff are able to devote time on abnormal results, thereby increasing job satisfaction and patient safety

Based on the pilot at the Kansas City VA, this computer program modification was released to all VA hospitals in the nation and rules sets are being implemented at multiple sites.

**2. COST SAVINGS-** This form of automation allows a projected savings of 1-2 FTEE at \$90K (annual salary plus 30% benefit package). Extrapolating 1 FTEE savings over 150 VA labs in the nation projects an annual savings of approximately \$13,500,000.

This innovation supports Executive Order 13101 "Greening the Government" by shifting the workflow from paper reports to computer screens. Kansas City's estimated annual savings in paper and toner cartridges is \$8,000 per year, which extrapolates to \$1,200,000 annually over 150 VA labs. Additionally, the paper reports that are being printed in labs contain patients' protected health information (PHI) that must be shredded upon disposal to ensure veteran privacy and security. Laboratory auto-verification takes away the need to print the report and thus adds to veteran security and privacy and decreases disposal costs.

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**3. SPECIAL ACCOMPLISHMENTS:** What makes this Kansas City team special is their ability to recognize market forces and the unsustainable workflow in their daily routines. They worked with local programmers and commercial software vendors to create software that was reliable and efficient. The team did not stop there; once the software was proven to give efficiencies they pressed national programmers to review the code and adapt it as a national model. Kansas City's local software innovation was approved and released to all VA laboratories in August 2016.

**4. ADDITIONAL COMMENTS:** The profession of Medical Technology has been shrinking over the past 20 years with national graduation rates providing only 1/3 the national need. This need will continue to increase as baby boomers begin requiring more medical care. Adding to the inadequate graduation rates is a retirement rate within the VA of nearly 40% of medical technologists in the next two years. This labor-intensive system of manual result review and release is ultimately unsustainable. The laboratory autoverification team addressed these challenges with an innovative solution that improves the delivery of healthcare to the nation's veterans at all VA hospitals.

***FAILURE TO ADDRESS THE SELECTION CRITERIA WILL SUBSTANTIALLY LOWER THE CHANCES OF THE  
NOMINEE BEING CHOSEN FOR AN AWARD.***